



Attorney Docket No. FINL-005/00US

PATENT

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Date: August 7, 2003

By: Sherry Duncan Bitler
Sherry Duncan Bitler

8/19/03
B Ross
N.E'

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Burgin et al.

Serial No. 09/944,676

Examiner: K. Christman

Confirmation No.: 8505

Art Unit: 3713

Filed: 08/31/2001

FOR: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION

Sir:

In response to the Office Action of May 14, 2003, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.